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IN THE U.S. PATENT AND TRADEMARK OFFICE

Inventor(s): Wijaya et al.

Serial No.: 09/750,385

Filed: December 27, 2000

Title: Technique for implementing item substitution for unavailable items  
relating to a customer order

Atty Docket: WVANP013

Group Art Unit: 3625

Examiner: Thein, Maria Teresa T.

OFFICIAL

CERTIFICATE OF FACSIMILE

I hereby certify that this correspondence is transmitted via facsimile to: Commissioner for Patents, Alexandria, VA 22313-1450 on June 22, 2004.

Signed: \_\_\_\_\_

*C. Douglas Thomas*

Printed Name: C. Douglass Thomas

**AMENDMENT A**

Mail Stop:

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated February 23, 2004, please enter the followings amendments and consider the following remarks.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.

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